



Tennessee Regulatory Authority

For Release: November 9, 2001

Telecommunications Company Ordered to Appear before the TRA to Explain its Actions

Company has been under investigation since September 2000 for allegations of telephone related violations.

Nashville – The Tennessee Regulatory Authority (TRA) issued an order to a telecommunications service provider to appear before the TRA to show why punitive action should not be taken against it for allegedly committing multiple telecommunications service related violations against Tennessee consumers.

Telecommunications service provider Talk.com has been under investigation by the Consumer Services Division of the TRA since September of 2000 for the unauthorized switching of consumers telecommunications service providers, a practice widely known as “slamming,” and for allegations of “cramming,” which is the billing for services never ordered.

The Reston, Virginia based company has also been under investigation for allegedly violating Tennessee’s no-call statute, which forbids certain organizations from soliciting persons whose telephone numbers are registered with the state.

The TRA has the authority to levy fines and impose civil penalties for each day of knowing violations of state law. Other states, including Florida and Alabama, have initiated similar investigations into the practices of Talk.com. A TRA hearing on the matter will be scheduled in the near future.

Media Contact: Greg Mitchell
(615) 741-2904 Ext. 131
(800) 342-8359 Ext. 131